



CULTURAL COMPETENCY & IMPLICIT BIAS:

FROM AWARENESS & DIVERSITY TO INCLUSION & HUMILITY

Columbus Department of Public Health: Health Equity Training Series

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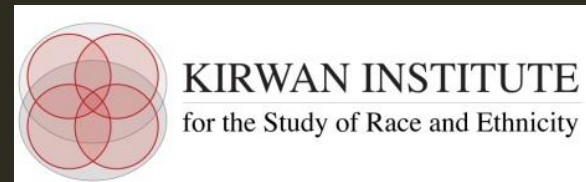
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The Kirwan Institute for the Study of Race & Ethnicity

The Ohio State University

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SETTING THE STAGE

This is a discussion & conversation, all viewpoints are appreciated.



OPENING DIALOGUE

1. Team up in pairs.
2. Role play – one of you are the health care provider in a clinical setting the other is a marginalized person (or child) who is at the clinic to receive care
3. Introspection – tell each other
 - A. What are your concerns, hopes and fears in your interaction
 - B. What biases are you concerned about (from either you or the other person)
 - C. What would make this a comforting and supporting interaction?

KEY POINTS FOR OUR WORKSHOP



- **Concepts:** Understanding the difference between cultural competency and cultural humility
- **Understanding Ourselves:** The role of implicit bias in our decisions and interactions
- **Back to “the work”:** Exploring the role of these concepts in organizational culture and community work

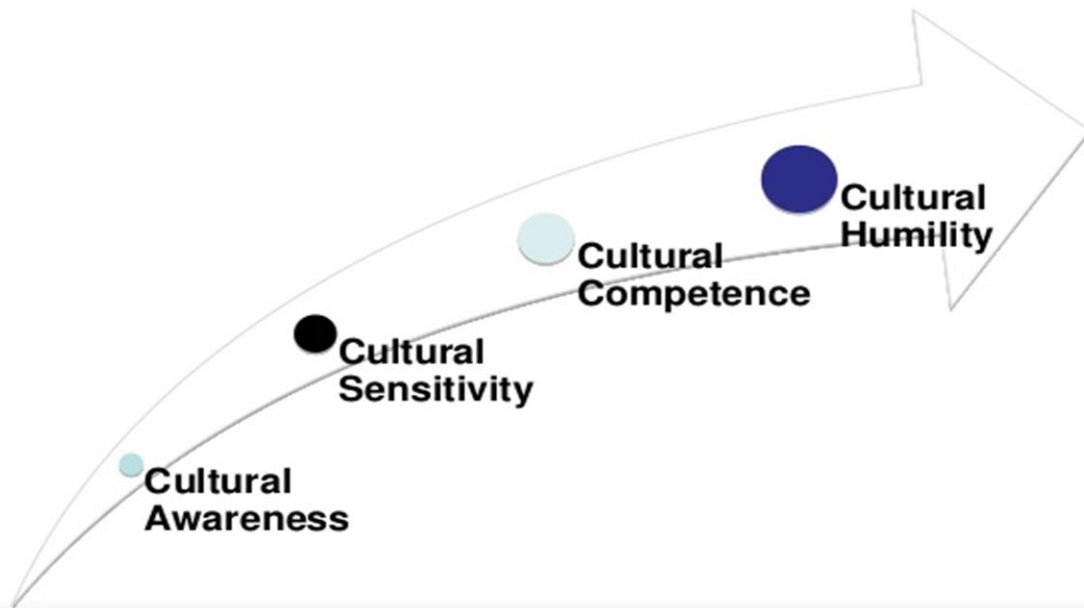
CULTURAL COMPETENCY V. CULTURAL HUMILITY



<https://www.youtube.com/watch?v=leYl6A3LGhA>

CULTURAL HUMILITY DEFINED

The Cultural Competence Journey



Cultural humility is the “ability to maintain an interpersonal stance that is other-oriented (or **open to the other**) in relation to aspects of cultural identity that are most important to the [person].

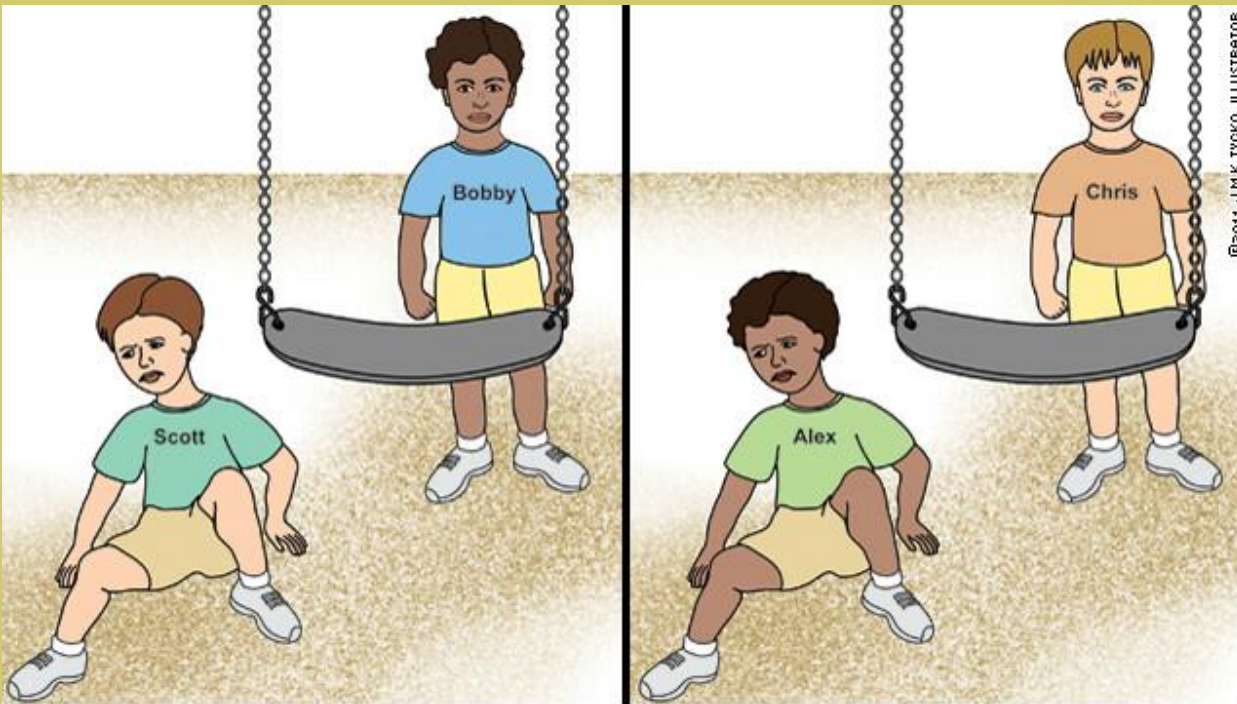
Hook, J.N. (2013). Cultural Humility: Measuring openness to culturally diverse clients. Journal of Counseling Psychology

CULTURAL HUMILITY EXPLAINED



https://youtu.be/_Mbu8bvKb_U?t=3m30s

- Lifelong Learning and Critical Self-Reflection
- Understand and Mitigate Power Imbalances in Community Dynamics
- Model Cultural Humility in Institutional Norms and Culture

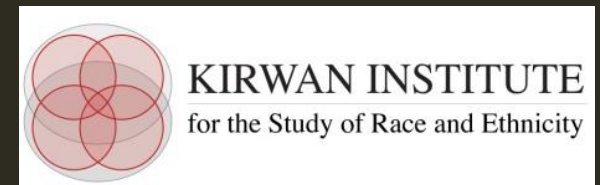


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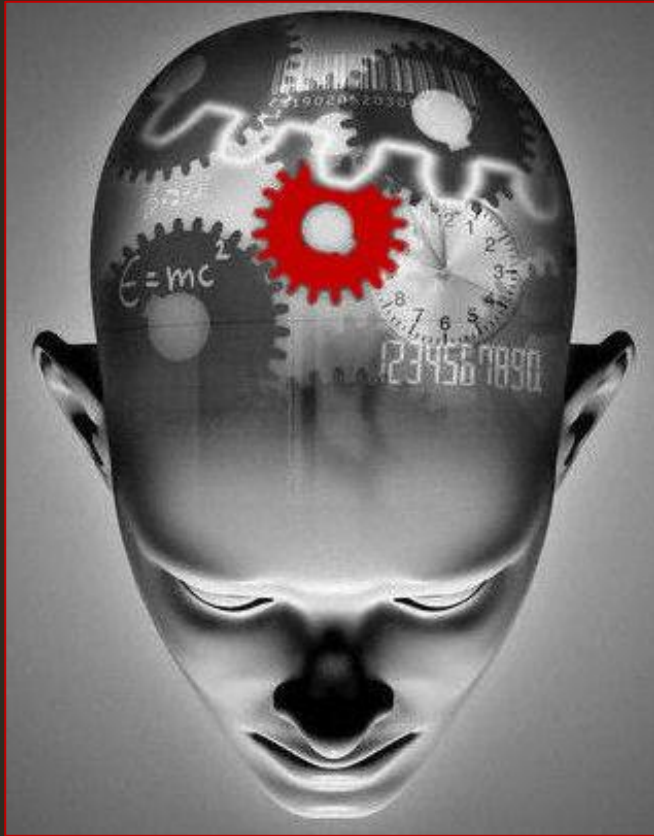


https://www.youtube.com/watch?v=ztRSm_SJP58

UNDERSTANDING OURSELVES: THE ROLE OF IMPLICIT BIAS (BLIND TO OUR OWN BLINDNESS)



DEFINING IMPLICIT BIAS



Attitudes or stereotypes that affect our understanding, actions, and decisions in an **unconscious** manner

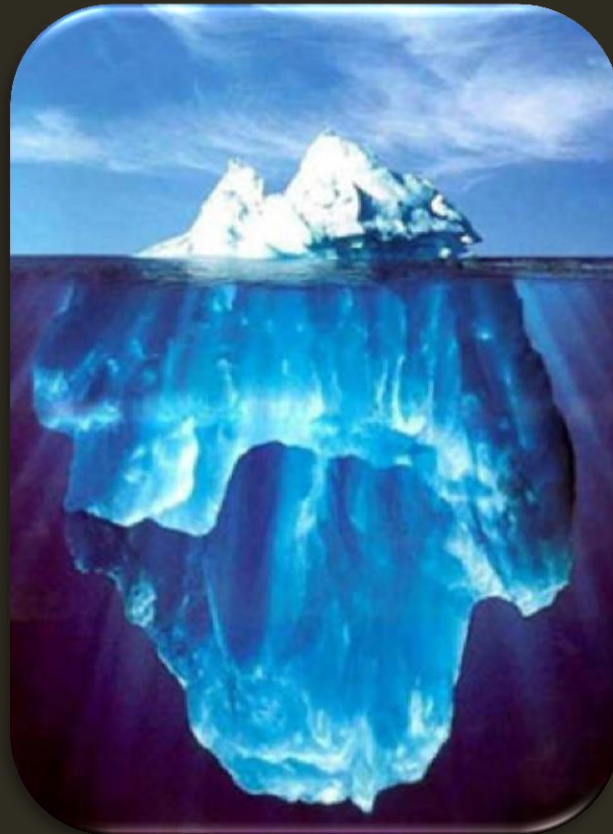
- Automatic & involuntary
- Outside of our awareness
- Based on Associations

HOW OUR BRAINS PROCESS INFORMATION

**Conscious Mental
Processing**

(**7 ± 2 bits of info**)

Type 2 Processing



**Unconscious Mental
Processing**

(**Millions/potentially
unlimited bits of info**)

Type 1 Processing

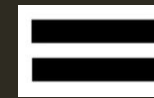
ORIGINS OF IMPLICIT BIAS

Originate from direct and indirect messages we receive starting at a very young age

- Media
- News
- Life Experiences
- Messages from Family & Friends

“hearsay, media exposure, and by passive observation of who occupies valued roles and devalued roles in the community”

--(Dasgupta 2013, p. 237)



OUR PERCEPTIONS: WHAT DO YOU SEE HAPPENING?

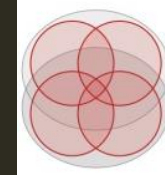


OUR PERCEPTIONS: WHAT IS HIS STORY?





WHAT DOES THIS MEAN FOR YOU
AND YOUR WORK?



KIRWAN INSTITUTE
for the Study of Race and Ethnicity

INSTITUTIONAL RESPONSE: EQUITABLE ENGAGEMENT PRINCIPLES

Valuing Diverse Gifts



Recognizing the Role of Race,
Inequity, and Power

Listening to Others and
Ourselves



Valuing Dissent and
Disagreement

Building Trust Through
Empowerment



Adapting to Changing
Communities

PRACTICAL CULTURAL HUMILITY

Practicing Cultural Humility

*A*sk questions in a humble, safe manner

*S*eek Self-Awareness

*S*uspend Judgment

*E*xpress kindness and compassion

*S*upport a safe and welcoming environment

*S*tart where the patient is at

- Lisa Boesen



TAKE ACTION: INTERGROUP CONTACT

Builds new associations

- Equal status within the contact situation
- Intergroup cooperation
- Common goals



Allport, G. W. (1954). *The Nature of Prejudice*. Cambridge, MA: Addison-Wesley.

Peruche, B. M., & Plant, E. A. (2006). The Correlates of Law Enforcement Officers' Automatic and Controlled Race-Based Responses to Criminal Suspects. *Basic and Applied Social Psychology*, 28(2), 193-199.

COUNTERING BIAS: REACHING OUT & REACHING IN

“being embedded in naturally existing local environments that facilitate **positive contact** with members of stereotyped groups create and reinforce **positive implicit associations**, thereby counteracting implicit bias”

■ (Dasgupta, 2013, p. 247).

“The first step to defeating our hidden biases is to be **honest with ourselves** about the blind spots we have. **Having a bias is only human.** The only shame is in making no effort to improve.”

-- Dr. Mahzarin Banaji

SHARING AND LISTENING: GROUP DISCUSSION



CLOSING THOUGHTS....

Understand we all carry multiple identities.

Understand the role our implicit biases play in many day to day situations and interactions.

Support emotional intelligence in our interactions (being more attuned to the subtleties of our colleagues and community building).

Focus on outcomes to see if we see patterns which raise the potential for bias.

Do not ignore difference, embrace it, engage it....

Let these cultural norms translate outward to engagement with the community.